



Prior Authorization/Notification Requirements

wellsense.org | 855-833-8125

This document, outlining common services that require prior authorization or Plan notification, is for use by participating WellSense and WellSense Medicare Advantage providers.

The Plan and contracted vendors evaluate requests for covered services and determines medical necessity through the use of InterQual® criteria (nationally recognized commercially purchased) or internal medical policies that are evidence-based.

As of 09/10/23, the Plan follows InterQual® 2023 criteria sets.

Prior authorization/notification requirements apply to Plan products (WellSense Medicaid and WellSense Medicare Advantage) as indicated by the symbol ♦.

Prior to scheduling a service, providers should refer to the Member Handbook for the member's plan, the Provider Manual and the applicable Medical Policy or Reimbursement Policy for coverage and/or processing requirements for the service in question.

NOTE: The guidelines included in Plan policies on www.wellsense.org are applicable to members enrolled in WellSense Medicare Advantage *only if there are no criteria established for the specified service in a Centers for Medicare & Medicaid Services (CMS) national coverage determination (NCD) or local coverage determination (LCD) on the date of the prior authorization request.*

Check the Lookup Tools for Prior Auth requirements for specific CPT and HCPCS codes.

These documents and tools can be found on the Plan's website www.wellsense.org.

If the requested service is of a medically urgent nature, as defined in the Provider Manual Section 8.9, please indicate "URGENT" on your request.

Emergent admissions and observation notifications need to be faxed to **1-866-813-8607**.

If you have any questions, please contact the Plan's Prior Authorization Department at: **877-957-1300** for requests regarding **Medical Services, Authorizations and Notifications other than Behavioral Health or Pharmacy** or the appropriate vendor as listed below.

Service	Types of Services	Vendor	Contact Information
Behavioral Health	Inpatient/diversionary/intermediate services for mental health and addiction treatment Outpatient mental health and addiction services	Carelon Behavioral Health (formerly known as Beacon Health Strategies)	Phone: 1-855-834-5655 http://www.carelonbehavioralhealth.com
Durable Medical Equipment, Prosthetics, Orthotics and Medical Supplies (DMEPOS)	<ul style="list-style-type: none"> Durable Medical Equipment Prosthetics/Orthotics Medical Supplies <p>Please click the link below here for more information regarding Provider Types managed and exclusions from Prior Authorization. Northwood Information</p>	Northwood, Inc. (Northwood)	Phone: 1-866-802-6471 Fax: 1-877-552-6551
Genetic, Molecular and Genomic Testing	<ul style="list-style-type: none"> Genetic, Molecular and Genomic Testing 	eviCore	Phone: 1-800-918-8924 https://www.evicore.com/
Musculoskeletal Procedures	<ul style="list-style-type: none"> Outpatient pain management services Joint Surgeries Spine Surgeries Spinal Implants Spinal Cord Stimulators Pain Pumps 	eviCore	Phone: 1-800-918-8924 https://www.evicore.com/

Service	Types of Services	Vendor	Contact Information
Radiology (Non-Emergent Outpatient, Excluding Those Associated with Observation or Emergency Department Visits)	<ul style="list-style-type: none"> • Nuclear cardiology imaging, including myocardial perfusion imaging, cardiac blood pool imaging, infarct imaging and positron emission tomography (PET) myocardial imaging • Computed tomography (CT), including CT angiography, derived fractional flow reserve, structural CT and quantitative evaluation of coronary calcification • Magnetic resonance imaging (MRI) • Magnetic resonance angiography (MRA) • Magnetic resonance spectroscopy (MRS) • Functional MRI (fMRI) 	eviCore	Phone: 1-800-918-8924 https://www.evicore.com/
Transportation, Non-Emergent Medical	<p>Non-emergency transportation coverage is available, when necessary, to help members get to and from the following healthcare services:</p> <ul style="list-style-type: none"> • WellSense Health Plan Covered Services • Services directly paid for by New Hampshire Medicaid <p>Modes of non-emergent medical transportation:</p> <ul style="list-style-type: none"> • Non-emergent ambulance when initiated by provider and deemed medically necessary by the Plan • Wheelchair van when certified by the provider • Public transportation • Private transportation: Friends/Family/Volunteer reimbursement when driver is pre-qualified by Well Sense Health Plan transportation 	Well Sense Transportation	Phone: 844-909-7433 (or 844-909-RIDE) Non-emergent requests are initiated by the member or provider. Non-urgent trip requests must be made at least 2 business days prior to the date of the trip. Urgent trip requests must be made at least 2 hours before transportation is needed. Medicare Advantage: Limited to 24 trips/benefit year

Service	Prior Authorization/ Notification Responsible Party	Medicaid	Medicare Advantage May apply CMS NCD/LCD	See Medical or Reimbursement Policy/ Provider Manual/Member Handbook	Comments
Actigraphy Testing	PCP or Servicing Provider	Not a covered benefit	◆	Medical Policy	At least 5 calendar days before requested DOS
Acupuncture	PCP or Servicing Provider	Not a covered benefit	◆	Medical Policy	At least 5 calendar days before requested DOS For Medicare Advantage members, prior auth is required for covered indications for acupuncture (low back pain), as specified in the Medical Policy.
Adult Medical Day Care	PCP or Servicing Provider	◆	Not a covered benefit	Medical Policy	At least 5 calendar days before requested DOS
Ambulatory Monitoring Devices: <ul style="list-style-type: none"> • Ambulatory Cardiac Monitors • Continuous Glucose Monitoring Systems, Artificial Pancreas Device Systems, and Insulin Delivery Devices 	PCP or Servicing Provider	◆ ◆	◆ ◆	Medical Policy	At least 5 calendar days before requested DOS
Balloon Sinus Ostial Dilation as a –Alone Procedure	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Bariatric Surgery	PCP or Servicing Provider	◆	◆	InterQual®	At least 5 calendar days before requested DOS
Biofeedback in an Outpatient Setting to Treat Incontinence or Constipation	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS

Service	Prior Authorization/ Notification Responsible Party	Medicaid	Medicare Advantage May apply CMS NCD/LCD	See Medical or Reimbursement Policy/ Provider Manual/Member Handbook	Comments
Breast Procedures: <ul style="list-style-type: none"> Breast Reconstruction Breast Reduction Surgery Gynecomastia Surgery Mastopexy 	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
CAR T-Cell Therapy to Treat Hematological Malignancies	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Cardiac Rehabilitation	PCP or Servicing Provider	◆	◆	Medical Policy in conjunction with InterQual® for medical necessity review	At least 5 calendar days before requested DOS
Cervical Artificial Disc Replacement	PCP or Servicing Provider	◆	◆	eviCore	At least 5 calendar days before requested DOS
Chronic Back and Neck Pain Treatment: <ul style="list-style-type: none"> Facet Joint Nerve Injections Percutaneous Radiofrequency Denervation Sacroiliac Joint Injections 	PCP or Servicing Provider	◆	◆	eviCore	At least 5 calendar days before requested DOS
Clinical Review Criteria		◆	◆	Medical Policy	Administrative policy
Clinical Technology Evaluation		◆	◆	Medical Policy	Administrative policy

Service	Prior Authorization/ Notification Responsible Party	Medicaid	Medicare Advantage May apply CMS NCD/LCD	See Medical or Reimbursement Policy/ Provider Manual/Member Handbook	Comments
Clinical Trials	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Cochlear Implants	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Contact Lens and Scleral Lens for Certain Medical Conditions	PCP or Servicing Provider	◆	◆ *	Medical Policy	For Medicaid: <ul style="list-style-type: none"> • Applies to non-par VSP providers that bill the Plan • At least 5 calendar days before requested DOS *For Medicare: <ul style="list-style-type: none"> • Contact lenses are covered only after cataract surgery – see Member Benefits
Cosmetic, Reconstructive & Restorative Services	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Dental Services, Medically Necessary Facility/Hospital Services (Due to a Serious Medical Condition)	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Drug Screening/Testing for Illicit Drugs and/or Controlled Substances	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Electric Tumor Treatment Fields (TTF)	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS

Service	Prior Authorization/ Notification Responsible Party	Medicaid	Medicare Advantage May apply CMS NCD/LCD	See Medical or Reimbursement Policy/ Provider Manual/Member Handbook	Comments
Enteral Nutrition (Tube Feeding) Products Supplied and Billed by Home Infusion Providers and Digestive Enzyme Cartridges	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Experimental and Investigational Treatment: <ul style="list-style-type: none"> Experimental and Investigational Treatment General Policy Endoscopic Procedures or Magnetic Esophageal Sphincter Augmentation to Treat Gastrointestinal Reflux Disease (GERD) in the Outpatient Pelvic Floor Stimulation for the Treatment of Incontinence and/or Overactive Bladder 	PCP or Servicing Provider	◆ ◆ ◆	◆ ◆ ◆	Medical Policy Medical Policy	At least 5 calendar days before requested DOS
Gender Affirmation Surgeries	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS

Service	Prior Authorization/ Notification Responsible Party	Medicaid	Medicare Advantage May apply CMS NCD/LCD	See Medical or Reimbursement Policy/ Provider Manual/Member Handbook	Comments
Genetic, Molecular and Genomic Testing <i>(Please see the below examples, for specific codes authorization requirements please consult the plan's Code Look up tool here Code Look-Up Tools)</i> <ul style="list-style-type: none"> Fragile X-Associated Disorder Gene Expression Profiling Cancer Recurrence (e.g., Oncotype DX) Genetic/Genomic Testing and Pharmacogenetics Hereditary Breast and Ovarian Cancer Syndrome 	PCP or Servicing Provider	◆	◆	eviCore	At least 5 calendar days before requested DOS
Home Health: <ul style="list-style-type: none"> Routine Services: <ul style="list-style-type: none"> Home Health Aide Occupational Therapy Physical Therapy Respiratory Therapy Skilled Nursing Social Worker Speech Therapy Post-Partum Visit(s) 	PCP or Servicing Provider PCP or Servicing Provider	◆ ◆	◆ ◆	Medical Policy in conjunction with InterQual® Provider Manual	Request to initiate services following evaluation at least prior to the first requested DOS Request additional services at least 5 calendar days before requested DOS

Service	Prior Authorization/ Notification Responsible Party	Medicaid	Medicare Advantage May apply CMS NCD/LCD	See Medical or Reimbursement Policy/ Provider Manual/Member Handbook	Comments
Hospice Care	PCP or Servicing Provider	◆	Not a Plan-covered benefit*	Reimbursement Policy Covered Services List	Medicaid: <ul style="list-style-type: none"> Request to initiate services following evaluation at least prior to the first requested DOS Request for additional services at least 5 calendar days before requested DOS *Medicare: <ul style="list-style-type: none"> Hospice is covered by Original Medicare, not Medicare Advantage
Hyperbaric Oxygen Therapy (HBOT) or Topical Oxygen Therapy (TOT)	PCP or Servicing Provider	◆	◆	Medical Policy for dx codes that waive auth requirements; InterQual® for medical necessity review	At least 5 calendar days before requested DOS
Implantable Bone-Conduction (Bone-Anchored) Hearing Aids	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Infertility Services	PCP or Servicing Provider	Not a covered benefit	◆	Medical Policy	At least 5 calendar days before requested DOS
Inpatient Care at an Acute Hospital: <ul style="list-style-type: none"> Elective Admission Emergent or Urgent Admission Following Observation Admission <i>Continued next page</i> 	Servicing Facility or Treating Physician Servicing Facility or Treating Physician Servicing Facility	◆ ◆ ◆	◆ ◆ ◆	Provider Manual	At least 5 calendar days before requested DOS Within 1 business day following admission date Within 1 business day following admission date

Service	Prior Authorization/ Notification Responsible Party	Medicaid	Medicare Advantage May apply CMS NCD/LCD	See Medical or Reimbursement Policy/ Provider Manual/Member Handbook	Comments
<ul style="list-style-type: none"> Maternity <ul style="list-style-type: none"> Elective C-Section Emergent C-Section and Routine Delivery Home or Same Day Birthing Center Newborn Birth Newborn Continued Stay Post Mother's Discharge Newborn Admission to NICU or Level 2 Nursery 	Servicing Facility Servicing Facility Servicing Facility Servicing Facility Servicing Facility	♦ ♦ ♦ ♦ ♦	♦ ♦ ♦ ♦ ♦		Within 1 business day following admission date No prior authorization needed for contracted provider Within 1 business day of birth Prior to mother's discharge Within 1 business day following admission to NICU/Level 2 Nursery
Inpatient Care at Other Type of Facility: <ul style="list-style-type: none"> Chronic Disease Hospital Long-Term Acute Care Hospital (LTAC) Rehabilitation Hospital Skilled Nursing Facility 	Servicing Facility or Treating Physician Servicing Facility or Treating Physician Servicing Facility or Treating Physician Servicing Facility or Treating Physician	♦ ♦ ♦ ♦	♦ ♦ ♦ ♦	Provider Manual	Prior to admission Prior to admission Prior to admission Medicaid: Covered by DHHS. Follow current DHHS Process. Medicare: Covered by Plan; request PA prior to admission
Inpatient Readmission	Servicing Facility or Treating Physician	♦	♦	Medical Policy	Within 1 business day following inpatient admission date
Intensity Modulated Radiation Therapy (IMRT)	PCP or Servicing Provider	♦	♦	Medical Policy	At least 5 calendar days before requested DOS
Mechanized Spinal Distraction Therapy (Vertebral Axial Decompression Therapy)	PCP or Servicing Provider	Not a covered benefit	Not applicable	Medical Policy	At least 5 calendar days before requested DOS

Service	Prior Authorization/ Notification Responsible Party	Medicaid	Medicare Advantage May apply CMS NCD/LCD	See Medical or Reimbursement Policy/ Provider Manual/Member Handbook	Comments
Minimally Invasive Procedures and Associated Devices used to Treat Back Pain (Including Thermal Intradiscal Procedures, Interspinous Spacers, Interlaminar Stabilization Devices, Facet Arthroplasty, Lysis of Adhesions, and Minimally Invasive Surgical Procedures for Spinal Fusion and/or to Remove Disc Material)	PCP or Servicing Provider	◆	◆	eviCore	At least 5 calendar days before requested DOS
Nerve Repair for Peripheral Nerve Injury	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Non-Emergency Transportation Services (also see Transportation, Non-Emergent Medical, above)	PCP or Servicing Provider	◆	Not applicable	Medical Policy	No auth required for emergency transport Auth required for certain non-emergent transport
Observation: <ul style="list-style-type: none"> • Elective • Emergent 	PCP or Servicing Facility Servicing Facility	◆ ◆	◆ ◆	Provider Manual	At least 5 calendar days before requested DOS Within 1 business day following initiation of observation
Osteochondral Defects of the Knee Treatments	PCP or Servicing Provider	◆	◆	eviCore	At least 5 calendar days before requested DOS
Out-of-Network Services	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS

Service	Prior Authorization/ Notification Responsible Party	Medicaid	Medicare Advantage May apply CMS NCD/LCD	See Medical or Reimbursement Policy/ Provider Manual/Member Handbook	Comments
Panniculectomy and Related Redundant Skin Surgery	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Peripheral Nerve Stimulation (includes criteria formerly in Occipital Nerve Stimulation, Percutaneous Tibial Nerve Stimulation (PTNS), and Sacral Nerve Stimulation policies)	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Personal Care Assistant Services	PCP or Servicing Provider	◆	Not a covered benefit	Medical Policy	At least 5 calendar days before requested DOS
Pharmacy	PCP or Servicing Provider	◆	◆	Provider Manual	2 calendar days before requested therapy start date
Photochemotherapy, Phototherapy, or Excimer Laser Therapy for Dermatological Conditions	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Pregnancy	Obstetrics Provider	◆	◆	Provider Manual	Within 3 business days of pregnancy confirmation
Preimplantation Genetic Testing	PCP or Servicing Provider	Not a covered benefit	◆	Medical Policy	At least 5 calendar days before requested DOS
Prolotherapy	PCP or Servicing Provider	Not a covered benefit	Not applicable	Medical Policy	At least 5 calendar days before requested DOS
Private Duty Nursing	PCP or Servicing Provider	◆	Not a covered benefit	Medical Policy	At least 5 calendar days before requested DOS
Pulmonary Rehabilitation	PCP or Servicing Provider	◆	◆	InterQual®	At least 5 calendar days before requested DOS

Service	Prior Authorization/ Notification Responsible Party	Medicaid	Medicare Advantage May apply CMS NCD/LCD	See Medical or Reimbursement Policy/ Provider Manual/Member Handbook	Comments
Rehabilitation Therapy (Functional Therapy), Outpatient: <ul style="list-style-type: none"> Occupational Therapy (OT) Physical Therapy (PT) Speech or Language Therapy, Voice Therapy, or Auditory Rehabilitation (ST) 	PCP or Servicing Provider	◆	◆	Medical policy applied for prior authorization waivers in conjunction with InterQual® criteria Medical Policy	Request for services following evaluation 5 calendar days before requested DOS
Skin Substitutes in the Outpatient Setting	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Sleep Studies Polysomnography (Attended testing only for members age 21 or older)	PCP or Servicing Provider	◆	◆	InterQual®	At least 5 calendar days before requested DOS
Specialty Care Office Visit to Massachusetts Hospitals (Boston)	PCP or Servicing Provider	◆	◆	Provider Manual Member Handbook	At least 5 calendar days before requested DOS
Stimulators, Neuro/Neuromuscular/Nerve: <ul style="list-style-type: none"> Gastric Electrical Spinal Cord Vagus Nerve 	PCP or Servicing Provider	◆	Not a covered benefit ◆	InterQual® InterQual® InterQual®	At least 5 calendar days before requested DOS

Service	Prior Authorization/ Notification Responsible Party	Medicaid	Medicare Advantage May apply CMS NCD/LCD	See Medical or Reimbursement Policy/ Provider Manual/Member Handbook	Comments
Surgical Procedures: <ul style="list-style-type: none"> Inpatient (All Elective Procedures) Outpatient (Select Elective Procedures) Additions/Changes to Existing Authorizations 	PCP or Servicing Provider	◆	◆	Provider Manual	At least 5 calendar days before requested DOS At least 5 calendar days before requested DOS Within 5 business days <i>following</i> the DOS
Temporomandibular Joint (TMJ) Disorder Treatment	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Transplants (Bone Marrow, Stem Cell, or Solid Organ): <ul style="list-style-type: none"> Lung Transplant Pancreas or Pancreas-Kidney Transplant Small Bowel and Multivisceral Transplant Other Transplants 	Servicing Facility	◆	◆	Medical Policy InterQual® or the Plan's Medically Necessary Medical Policy (OCA 3.14)	When determined to be a candidate
Whole Body Integumentary Photography	PCP or Servicing Provider	Not a covered benefit	◆	Medical Policy	At least 5 calendar days before requested DOS
Video EEG Monitoring	PCP or Servicing Provider	◆	◆	Medical Policy	At least 5 calendar days before requested DOS
Vision Therapy	PCP or Servicing Provider	Not a covered benefit	◆	Medical Policy	At least 5 calendar days before requested DOS
Vitamin D Testing	N/A	◆	◆	Medical Policy	Services must be billed with a valid diagnosis per the Policy.